

Policy

Drought and Water Restrictions

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Tweed Shire Council is committed to using plain language so that our documents and publications are easy to understand.



The purpose of this document is to provide clear information about drought and water restrictions in the Tweed.

The main readers of the document are Tweed residents and business owners.

This document was reviewed by a PlainLanguagePro certifier in December 2021 and received a Gold standard.



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Definitions and keywords

Definitions

Demand hardening: when people use less water and it gets harder to use even less. If you waste water, it's easy to use less. If you use water wisely, it's hard to use less.

Town water supply: all and any of the Tweed's water supply schemes.

Trigger: the indicator that triggers implementing or easing a water restriction. This can refer to the water level of Clarrie Hall Dam.

Water restrictions: restrictions placed on water use in periods of drought or other events that require people to use less water.

Water supply scheme: The Tweed has three water supply schemes: Tweed District, Uki and Tyalgum. These are named by the water source or the geographical area they supply.

Water-use target: the targeted water use expressed as a percentage of water use when no restrictions apply.

Keywords

Assistance
Business
Commercial
Compliance
Dam level
Demand
Drought

Emergency level
Exemptions
Fine
Indoor
Level 1
Level 2
Level 3
Level 4

Non-residential
Outdoor
Public facilities
Residential
Restrictions
Trigger
Water restrictions
Water supply

Policy objective

The Drought and Water Restrictions Policy is part of Council's Drought Management Strategy adopted by Council on 17 November 2009. Council adopted the water restriction triggers and levels in this Policy on 10 December 2020.

This Policy enables Council's Water and Wastewater Unit to make operational decisions about implementing, easing and removing water restrictions for the Tweed.

This policy:

- explains why water restrictions are needed in the Tweed
- defines the triggers and levels for temporary water restrictions
- describes how Council will inform the community about water restrictions
- explains what you can and cannot use water for at each level of water restriction
- explains what happens if you don't comply with water restrictions.

It applies to:

- all Tweed properties connected to the town water supply
- all Tweed properties with rainwater tanks
 - topped up by the town water supply
 - refilled by a water carter with water from the town water supply.

Council's primary responsibility is to manage the Tweed's water supply to meet or exceed the [Australian Drinking Water Guidelines](#).

Policy background

Why we need water restrictions

Water supplies are designed and managed to ensure the community has enough water at a cost the community, the water utility and the environment can afford.

Water restrictions are implemented when the demand for water is greater than the actual or anticipated supply. This happens mostly in drought, however there are other circumstances that can trigger restrictions.

We need water restrictions to make sure our:

- limited water supply lasts as long as possible
- community always has water
- community understands the water-use rules at each level of restriction.

Water restriction rules in New South Wales

The NSW Government provides [Best-Practice Management of Water Supply and Sewerage Guidelines](#). All local water utilities, which includes Tweed Shire Council, must comply with these guidelines and plan for drought.

The NSW Government recommends water authorities use the **5/10/10 rule** as the guiding principle for determining the capacity of their water supply systems. The 5/10/10 rule means:

1. not implementing restrictions more than **5 per cent** of the time on average
2. restrictions are not imposed more than once every **10 years** on average
3. water consumption during restrictions can be reduced by **10 per cent**.

Water restriction rules in the Tweed

The Tweed has had to adopt more stringent water consumption rules than the NSW Government recommendations. . That's because, when the Tweed River flow decreases and the water supply becomes solely reliant on releases from Clarrie Hall Dam, the water supply situation quickly becomes more serious and the community immediately needs to use less water.

In the Tweed, our rule is **5/10/25 which means:**

1. not implementing restrictions more than **5 per cent** of the time on average
2. restrictions are not imposed more than once every **10 years** on average
3. water consumption during restrictions can be reduced by **25 per cent** (Level 4).

Reasons for implementing water restrictions

In setting the triggers for this Policy, Council assumes the Tweed community is achieving its normal water-use target of a maximum of 160 litres per person per day. If the community is not achieving the normal water-use target, water restrictions will be brought forward.

Council has the right to change or add water restrictions to manage a drought as it unfolds. Council works on the basis that:

- restrictions should broadly comply with other NSW Northern Rivers Councils
- restrictions should complement the ongoing work to reduce water waste
- each level of restriction is designed to achieve a specific water-use target
- if the target at any level is not achieved, a harsher level of restriction can be implemented.

Reasons for easing or removing water restrictions

In setting the triggers for easing or removing water restrictions, Council accepts there are no generally recognised rules in NSW but takes the following approach:

- restrictions should be eased or removed as quickly as possible to avoid unnecessary inconvenience and hardship for the community
- restrictions should not be eased or removed too quickly as frequent on/off restrictions could frustrate and confuse the community
- easing of restrictions needs to be sustainable for a considerable time.
- easing of restrictions is subject to long-term rainfall and water demand forecasts.

To ensure a balanced approach, Council accepts the guiding principle that water restrictions should be eased or removed when the water level in the dam has risen 10 to 20 per cent higher than the level at which the restriction was implemented.

Water restriction levels and rationale

There are four levels of water restriction. Level 1 is introductory, with few restrictions on water use. Level 4 is the highest (or harshest), with wide-ranging restrictions on water use. After level 4, emergency measures can be implemented, limiting water use to 100 litres per person per day, for essential use only.

Each level has a trigger for when it is implemented and a separate trigger for when it is eased.

These standard colours are used throughout the Policy, communication material and signage to clearly identify the level of restriction in place.



The rationale – maximum savings with minimum impact

The rationale for Council's water restrictions is to apply them firstly to water use outdoors, then to water use in homes and lastly to water use by businesses.

This Policy aims to first reduce water use outdoors because:

- using less water outdoors does not increase public health risks
- it is not practicable to enforce restrictions on indoor water use and leakage
- many people reduce water use in the home when outdoor water restrictions are in place.

Then, it aims to reduce water use in homes rather than in businesses because:

- most of the Tweed's water is used in the home
- there is no cost to the household to use less water, in fact it saves money
- businesses need water to operate and maintain jobs
- businesses generally minimise water use to reduce their costs and are supported by Council's water-efficiency programs
- each business is different and uses water differently, making it hard to set a one-size-fits-all water reduction target for business
- water-based businesses that do not directly support public health and safety may have to temporarily close or not offer those services in levels 3 and 4.

The Tweed's water consumption

The non-restricted consumption target for the Tweed is **160 litres** per person per day. However over the last 5 years, water consumption has been consistently higher at around 185 litres per person per day.



IN A DROUGHT: If Clarrie Hall Dam was full and the community used the target of 160 litres per person per day, **the Tweed's water supply will last only 12 months.**



WITH WATER RESTRICTIONS: If the community achieves the restriction targets set at each level, **the Tweed's water supply will last only 16 months.**

The Tweed's water supply schemes

The Tweed has three water supply schemes:

1. [Tweed District water supply scheme](#)
2. [Uki water supply scheme](#)
3. [Tyalgum water supply scheme](#).

Policy

Informing the community

Council can regulate or restrict water use and issue notices to regulate or restrict:

- uses: what water can be used for
- timing: when water can be used
- quantity: how much water can be used
- delivery mechanism: how water can be delivered.

Council has authority to do this under Section 137 of the Local Government (General) Regulation 2005,

A notice is used to implement, ease or remove water restrictions and takes effect on the date specified on the notice. The notice can apply to all or any of the Tweed water supply schemes; or to the whole supply area or part of it.

Council will notify and inform the community in line with its adopted [Community Engagement and Participation Plan](#), which includes:

- websites (www.tweed.nsw.gov.au)
- social media including Council's accounts and trusted community pages
- Tweed Link (Council's newspaper)
- local print, broadcast and online media
- letter box drops (villages only) and direct mail (where necessary only)
- signage, posters and publications.

Four stages of awareness and action

Council will inform and educate the Tweed community about water restrictions in four stages of awareness and action – pre-restriction, implementation, easing and removing:

Pre-restriction: To raise awareness about preparing for water restrictions and a call to action to reduce water consumption.

When: Tweed District and Uki: Commences when the Tweed River is no longer flowing over Bray Park Weir and Council starts to release water from Clarrie Hall Dam. Note for Tyalgum: Operational Procedure applies.

Key messages:

- Without rain, the Tweed is heading into the water restrictions.
- Reduce water consumption, especially outdoors, so that our limited supply lasts as long as possible.

- 💧 Water carting from the Tweed to other local government areas is banned.

Implementation: To inform the community about what they can and cannot do at each level of water restriction.

When: See triggers for each water supply scheme [Tweed district](#), [Uki](#), [Tyalgum](#). Council will aim to give 2 weeks' notice of implementing water restrictions or an increased level of restriction. Note, specific information is developed for Tyalgum.

Key Messages:

- 💧 Level of restriction and what water uses are restricted or banned – what you can and cannot do.
- 💧 How to save water at home (indoors and outdoors) and in business.
- 💧 Penalties for breaches of water restrictions and how to report a breach.

Easing: To advise that water restrictions levels are being eased.

When: See triggers for each water supply scheme [Tweed district](#), [Uki](#), [Tyalgum](#). Council will aim to give 1 week's notice of easing water restrictions. Restrictions will be eased to minimise the risk of reverting to a higher level of restriction and avoid unnecessary inconvenience or hardship for the community.

Key messages:

- 💧 Level of restriction and what water uses are restricted or banned – what you can and cannot do.
- 💧 How to save water at home (indoors and outdoors) and in business.
- 💧 Penalties for breaches of water restrictions and how to report a breach.

Removing: To advise that water restrictions levels have been removed.

When: Clarrie Hall Dam is 100% full and the spillway is flowing. Council will notify the community that all water restrictions are lifted as soon as possible. Note for Tyalgum: Operational Procedure applies.

Key messages:

- 💧 All water restrictions for the specific water supply scheme are lifted.
- 💧 Water restrictions and compliance requirements are no longer be in place.
- 💧 Continuing water saving behaviours to save our water supply and aim to use less than 160 litres per person per day.

Tweed district water supply scheme

Supplies: The scheme supplies the majority of the Tweed's population (90%), and is distributed to all urban areas except Uki and Tyalgum. During drought, water is tankered from the Tweed district water supply to Tyalgum to maintain a restricted supply as its source dries up and rain water tanks on rural properties empty.

Source: Water is taken from the Tweed River above Bray Park Weir. The river is supplemented by releases from Clarrie Hall Dam when required. The primary function of the Clarrie Hall Dam is to store water for the Tweed District water supply scheme. The dam has a catchment area of 60 square kilometres and a usable storage capacity of 15,000ML. Clarrie Hall Dam is located on Doon Doon Creek – a tributary of the Tweed River, 15 kilometres south-west of Murwillumbah.

Treatment: Bray Park Water Treatment Plant.

Water carting: Water carting from the Tweed to other local government areas is banned when the Tweed River stops flowing over Bray Park Weir. Fines will apply for non-compliance.

Levels and triggers:

Restriction level	Residential water-use saving target	Residential water-use target	Implemented	Eased
	(Litres per person per day)	(Litres per person per day)	at % of dam capacity	at % of dam capacity
Level 1	10	150	85	100
Level 2	20	140	75	95
Level 3	30	130	65	85
Level 4	40	120	55	75
Emergency	60	100	45	65

Other circumstances that can trigger restrictions:

- salt water contamination
- other contamination events including floods
- treatment plant failure
- major asset failure
- power supply failure.

Uki water supply scheme

Supplies: The scheme supplies the village of Uki to Clareville estate (about 200 properties).

Source: Water is taken from the Tweed River at Uki.

Treatment: Uki Water Treatment Plant.

Water carting: Water carting from the Uki water supply scheme is banned.

Levels and triggers:

Restriction level	Residential water-use saving target	Residential water-use target	Implemented	Eased
	(Litres per person per day)	(Litres per person per day)	at % of dam capacity	at % of dam capacity
Level 1	10	150	85	100
Level 2	20	140	75	95
Level 3	30	130	65	85
Level 4	40	120	55	75
Emergency	60	100	45	65

Other circumstances that can trigger restrictions:

- poor river water quality
- other contamination events including floods
- treatment plant failure
- major asset failure
- power supply failure
- any need to cart water to this scheme from the Tweed District water supply
- NSW Government – Water Sharing Plan restrictions.

Tyalgum water supply scheme

Supplies: The scheme supplies the village of Tyalgum (about 130 properties).

Source: Water is drawn from the Tyalgum Weir on the Lower Oxley River. The weir pool has a total capacity of 9 megalitres with 7.5 megalitres being usable.

Treatment: Tyalgum Water Treatment Plant.

Water carting: Water carting from the Tyalgum water supply scheme is banned

Special conditions for this scheme:

- measuring and forecasting the reliability and longevity of this supply is complex
- the weir pool is small, meaning both the quality and quantity of the water it holds can change quickly
- there are only two levels of restrictions for Tyalgum – Level 2 and Level 4
- supply restrictions can escalate rapidly once triggered
- once significant rainfall occurs in the upper Oxley River catchment, restrictions tend to be removed in a single step rather than eased.

Levels and triggers: Operational Procedure applies

Restriction level	Residential water-use saving target	Residential water-use target	Implemented	Eased
	(Litres per person per day)	(Litres per person per day)	When	When
Level 2	20	140	Determined by Council's Operational Procedure	Determined by Council's Operational Procedure
Level 4	40	120	Tankers start carting water to Tyalgum	Tankers stop carting water to Tyalgum
Emergency	60	100	As per the Tweed District water supply scheme	

Other circumstances that can trigger restrictions:

- poor river water quality
- treatment plant failure
- major asset failure
- power supply failure
- any need to cart water to this scheme from the Tweed district water supply

- NSW Government – Water Sharing Plan restrictions.

Compliance and enforcement

Water restrictions apply to:

- all Tweed Shire properties connected to the town water supply
- all Tweed Shire properties with rainwater tanks topped up by the town water supply, or refilled by a water carter with water from the town water supply
- all water users including:
 - residential
 - businesses
 - buildings and surrounds
 - gardens, lawns, grassed areas, open space, parks and reserves
 - pets – dogs and horses
 - public amenities
 - sport and recreation
 - swimming pools and spas
 - vehicle (beach and road) plant and equipment washing
 - vessel and equipment
 - water play
 - any other use not specifically listed.

Council can fine any person using water in a way that breaches the water restrictions. Any Council officer can be authorised to issue penalties under the Scheme. The maximum penalty is 20 penalty units, which at the time of publication in 2021 was \$220. Repeated misuse of water may result in the water service being restricted and, in extreme cases, disconnected. [Contact Council](#) to report a breach of water restrictions.

Council has authority to do this under Section 137 of the Local Government (General) Regulation 2005 and issues penalties under the Self-Enforcing Infringement Notice Scheme (SEINS).

Assistance and exemptions

Help for residents and business owners

Council collects and analyses water-use data to identify residential customers who use large volumes of water. Customers with high usage may be contacted to find out why their use is high and to help users identify water leaks or modify their water-use behaviour to reduce water use. During restrictions, Council increases its efforts to support high water users to use less water.

Exemption permits for businesses







Businesses that use water to provide a service that has no long-lasting effect or benefit, such as window washing, dog washing or water play activities, are the first businesses to be affected by restrictions. To minimise the impact on these businesses, during level 1 and 2 restrictions, these businesses can apply for an Exemption Permit from Council that sets rules around their water use so they can continue to operate for as long as possible.









Fire-fighting



Active water restrictions do not restrict the use of water for fire-fighting in urban areas.

For fighting bushfires when water restrictions are in place, the Rural Fire Service seeks permission from Council to take water directly from Clarrie Hall Dam or Tyalgum Weir. Council approves all requests unless exceptional circumstances support the request being refused, such as the water restrictions being at emergency level. Recycled water can be used for fire-fighting when sources are approved and made available for use.

What you can and cannot do in water restriction levels 1 to 4

Type of water use	▶ Level 1	▶ Level 2	▶ Level 3	▶ Level 4
All water users				
All people living in, working at and visiting the Tweed		<p>You must stop all water waste.</p> <p>You must try to install at least 3-star WELS rated showerheads, taps and toilets.</p> <p>You must not use more water per person per day than:</p>		
		 150 litres	 140 litres	 130 litres
<p>Council may contact you if you use too much water (>1500 litres a day for a property) and may ban you from using water outdoors if we deem it necessary.</p>				
Business sector				
Accommodation providers, includes: <ul style="list-style-type: none"> hotels motels guesthouses hostels caravan parks 		<p>You must display water conservation message/s supplied by Council in reception and every bathroom, ablution block, urinal, laundry, kitchen, BBQ, pool and spa area and at every outdoor tap.</p> <p>You must try to install at least 3-star WELS rated showerheads, tapware, urinals and toilets.</p>		
		<p>You can water stock and animals as normal.</p> <p>You must not irrigate.</p>		
Agriculture, includes: <ul style="list-style-type: none"> watering stock and other commercial animals irrigation 				

Type of water use	▶ Level 1	▶ Level 2	▶ Level 3	▶ Level 4
Building and construction	<p>You can use water to mix concrete and plaster and other building products.</p> <p>You can consider using curing compounds or covering freshly laid concrete with wet hessian and plastic to reduce water use during curing.</p> <p>You can use water to do general cleaning on site.</p> <p>You must use a high-pressure, low-flow rate cleaner with trigger control.</p>			<p> You must reduce water use during curing by using a curing compound or covering freshly laid concrete with wet hessian and plastic or doing both.</p>
Cooling towers	<p>You must use water efficiently.</p>			
Fixed-premises high water-use business, includes:	<p>You must have a Council permit to operate. You must log water use.</p>			
<ul style="list-style-type: none"> car washing and detailing 	<p>You must use high-pressure, low-flow rate cleaners with trigger controls.</p>		<p> You must recirculate water to continue to operate.</p>	
<ul style="list-style-type: none"> dog washing and grooming 	<p>You must use water efficiently.</p>			<p> You must not operate.</p>
<ul style="list-style-type: none"> water playgrounds and parks 	<p>You must recirculate water. You can top-up facility.</p>		<p> You must not operate.</p>	
Horticulture, includes: <ul style="list-style-type: none"> flower farms market gardens nurseries orchards turf farms 	<p> 1 hour a day</p>	<p> 30 minutes a day</p>	<p> 15 minutes a day</p>	<p> 15 minutes a day</p>

Type of water use	▶ Level 1	▶ Level 2	▶ Level 3	▶ Level 4
<p>Large water users</p>	<p>You must have a water efficiency management plan approved by Council if you use >50,000 litres a day.</p> <p>You can have your water use audited by Council if you use >25,000 litres a day.</p> <p>You can be required to put sub-meters on any equipment that uses significant amounts of water.</p>			
<p>Mobile business, includes:</p> <ul style="list-style-type: none"> • car washing and detailing • carpet cleaning • dog washing • high-pressure cleaning 	<p>You must have a Council permit to operate.</p> <p>You must comply with all restrictions at the premises where you are working.</p> <p>You must log water use.</p> <p>You must use water-efficient equipment.</p>			<p> You must not operate.</p>
<p>Production water</p>	<p>You can use water in production without restriction, e.g. beer, concrete batching, fish processing etc.</p>			
<p>Roadworks</p>	<p>You can use water to compact materials or suppress dust. You must use recycled water where possible.</p>			
<p>Small trades businesses that use water to produce a product or produce a product that uses water, includes:</p> <ul style="list-style-type: none"> • construction – building swimming pools, spas, water features, ponds • landscaping – laying turf, gardens and plantings • cleaning work – high-pressure washing of external elements of 	<p>You must comply with any specific water restriction for the job being done.</p>			<p> You must not do any small construction, landscaping or non-health and safety cleaning work that uses water or produces a product that uses water.</p>







Type of water use	▶ Level 1	▶ Level 2	▶ Level 3	▶ Level 4
buildings, driveways, paved areas, retaining walls	<p>⊘</p> <p>You can have work done where you have a contract in place before water restrictions are implemented.</p> <p>You must not enter into any new contract except a cleaning contract:</p> <ul style="list-style-type: none"> • for health and safety reasons • to sell or lease a property. 		<p>⊘</p> <p>You must not enter any new contract except a cleaning contract for health and safety reasons.</p> <p>You must employ a registered cleaning business.</p>	







Buildings and surrounds







<p>Washing buildings and surrounds, includes:</p> <ul style="list-style-type: none"> • all external elements of any building and its surrounding built landscape, such as <ul style="list-style-type: none"> ○ external walls ○ roofs ○ windows ○ driveways ○ paved areas ○ paths • paved kitchen or dining areas • internal elements <ul style="list-style-type: none"> ○ carpets ○ tiles ○ vinyl 	<p>⊘</p> <p>You can have work done where you have a contract in place before water restrictions are implemented.</p> <p>You must not enter any new contract except for a cleaning contract:</p> <ul style="list-style-type: none"> • for health and safety reasons • to sell or lease a property. <p>You must use a high-pressure, low-flow rate cleaner with trigger control.</p> <p>You can wash paved kitchen and dining areas for health and safety reasons.</p> <p>You must use water-efficient equipment.</p>	<p>⊘</p> <p>You must not enter any new contract except a cleaning contract for health and safety reasons.</p> <p>You must employ a registered cleaning business.</p>	<p>⊘</p> <p>You must not do or have done any cleaning work except for health and safety reasons.</p> <p>You must employ a registered cleaning business.</p>
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Type of water use	▶ Level 1	▶ Level 2	▶ Level 3	▶ Level 4
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Gardens, lawns, grassed areas, open spaces, parks and reserves







<p>Private garden, includes:</p> <ul style="list-style-type: none"> • average-sized household garden • one watering zone of large acreage garden • one watering zone of strata-title or multiple occupancy garden 	<p> You must not use sprinklers, soaker hoses, micro-spray and drip irrigation systems.</p> <p>You can water your garden every second day, with property numbers that are odd watering on odd dates and property numbers that are even watering on even dates and no one watering on the 31st of the month.</p> <p>You must use a hand-held hose with trigger control and never leave your hose unattended. You can water before 9am or after 4pm.</p> <p>You must not water for longer than:</p>	<p> 30 minutes a day</p> <p> 15 minutes a day</p>	<p> 5 minutes a day</p>	<p> You must not water any garden using town water.</p> <p>You can water your garden with greywater as permitted by the NSW Department of Health.</p>
<p>Other garden, includes:</p> <ul style="list-style-type: none"> • average-sized garden or one watering zone of large garden at: <ul style="list-style-type: none"> ○ business premises ○ accommodation provider 	<p>You can water new gardens and plantings.</p> <p>You must use sprinklers or hand-held hoses with trigger control. You can water between 5am & 7am or 5pm & 7pm.</p> <p>You must not water more than three times a week for:</p>		<p> 5 minutes a day</p>	<p>You must not water any garden.</p>

Type of water use	▶ Level 1	▶ Level 2	▶ Level 3	▶ Level 4
<ul style="list-style-type: none"> ○ Council-maintained garden 	 30 minutes	 15 minutes		
<p>Garden features, includes:</p> <ul style="list-style-type: none"> • fish and frog ponds • decorative ponds • fountains 	<p>You must not top-up any water feature unless it holds fish and/or frogs.</p> <p>You must use a hand-held hose with trigger control.</p> <p>You must top-up before 9am or after 4pm.</p>			
<p>Lawns and natural grassed areas – established, includes:</p> <ul style="list-style-type: none"> • lawns • grassed areas • open spaces • parks and reserves 	<p> You must not water any established lawn, grassed area, open space, park or reserve.</p>			
<p>Lawns and natural grassed areas – new, includes:</p> <ul style="list-style-type: none"> • turf and lawn seeding of: <ul style="list-style-type: none"> ○ an average home lawn ○ one watering zone of large acreage lawn ○ one watering zone of strata-title or multiple-occupancy property lawn 	<p>You must use a hand-held hose fitted with a trigger control.</p> <p>You can water before 9am or after 4pm.</p> <p>You can lay new turf or seed new lawn only if you have a contract to purchase turf or seed before water restrictions are implemented.</p> <p>You can water-in turf the day it is laid or lawn seeding the day it is sown.</p> <p>You can then water for 5 minutes twice a day for the next 7 days and then once a day for 14 more days (21 days in total).</p> <p> You must not lay new turf or seed new lawn.</p> <p>You can water turf or seed up to one-week-old for 5 minutes once a day for 14 days (21 days in total).</p> <p> You must not water any turf or seeded lawn.</p>			
<p>Showers – outdoors</p>	<p> You must not use any outdoor shower or allow children to use an outdoor shower.</p>			
<p>Spear pumps</p>	<p>You can use a spear pump supply as per your bore licence (but Council asks you to not use your spear pump as it undermines the Save Water Now message and divides the community into the water haves and have-nots).</p> <p>You must display a 'spear pump in use' sign at the front of your property (the sign must be readable from the road).</p>			

Type of water use	▶ Level 1	▶ Level 2	▶ Level 3	▶ Level 4
Tanks , includes: <ul style="list-style-type: none"> any rainwater tank connected to a town water supply or refilled via a water delivery from a town water supply 		Rainwater tank owners must comply with all water restrictions. Water carters must only cart water from the Bray Park supply to properties in the Tweed Shire. Water carters must not draw from Tyalgum or Uki supplies or sell water to customers outside Tweed Shire.		
Pets – dogs and horses				
Dog (pet) washing: <ul style="list-style-type: none"> by self 		You can wash your dog. You must use a bucket. You must not use a hose.		
<ul style="list-style-type: none"> by commercial wash at fixed premises 		You can use a commercial dog wash.		 You must not operate.
<ul style="list-style-type: none"> by mobile operator 		You can use a mobile dog wash.		 You must not operate.
Horses		You can rinse your horse down after riding. You must use a hand-held hose with trigger control. You must not run the water for more than 2 minutes.		
Pet pens and cage washing		You can use a high-pressure, low-flow cleaner to wash pens and enclosures.		
Public amenities				
Drinking fountains and bubblers		Council will keep public drinking fountains and bubblers on.		
Beach showers			Council will switch off beach showers.	



Type of water use	▶ Level 1	▶ Level 2	▶ Level 3	▶ Level 4
Taps at: <ul style="list-style-type: none"> fish cleaning tables boat ramps 	<p>You can use taps at fish cleaning tables and sinks.</p>	<p>You can use taps at fish cleaning tables and sinks but Council can turn them off if they are misused.</p>	<p>Council will turn taps off.</p>	
Public toilets	<p>Council will turn taps off. Boat owners can wash boats used in salt water at home but must use a high-pressure, low-flow cleaner with trigger control and run water for 2 minutes only or use a bucket.</p> <p>Council will keep public toilets open and taps on.</p>			


Sport and recreation

Bowling and golf greens	<p>You can water greens.</p> <p>You must use sprinklers or a hand-held hose with trigger control.</p> <p>You can only water between 5am & 7am or 5pm & 7pm.</p> <p>You must not water for longer than 45 minutes:</p> <p> 3 times a week</p> <p> 2 times a week</p> <p> Once a week</p>	<p>You must not water any greens.</p>
Golf fairways	<p>You must not water golf fairways.</p>	
Sports fields Cricket pitches Tennis courts	<p>You can water only the playing area or cricket pitch.</p> <p>You must not water any spectator or off-field area.</p> <p>You must use sprinklers or a hand-held hose with trigger control.</p> <p>You can only water between 5am & 7am or 5pm & 7pm.</p> <p>You must not water for longer than 30 minutes:</p> <p> 3 times a week</p> <p> 2 times a week</p> <p> Once a week</p>	<p>You must not do any watering.</p>


Type of water use	▶ Level 1	▶ Level 2	▶ Level 3	▶ Level 4
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Swimming pools and spas




All		<p>You must not empty and refill a swimming pool or spa.</p> <p>You can use a pool cover to limit water loss through evaporation.</p>	
Residential		<p>You can top-up a pool or spa.</p> <p>You must use a hand-held hose with trigger control.</p> <p>You can only top-up before 9am or after 4pm.</p>	 <p>You must not top up a pool or spa.</p> <p>You can maintain just enough water to stop your pool popping out of the ground or cracking.</p>
<p>At business premises, includes:</p> <ul style="list-style-type: none"> • accommodation providers • hotels • aquatic centres 		<p>You can top-up a pool or spa.</p> <p>You must use a hand-held hose with trigger control.</p> <p>You can only top-up before 9am or after 4pm.</p> <p>You must log water use.</p>	

Type of water use	▶ Level 1	▶ Level 2	▶ Level 3	▶ Level 4
Council pools	Council can top-up a pool. Council must log water use.			 <p>Council will close its pools. Council will not top up its pools. It can maintain just enough water to stop a pool popping out of the ground or cracking.</p>
All – new pools	You must get Council approval to fill a new swimming pool or spa.		You must get Council approval to keep the smallest volume of water needed in your pool or spa to stop it popping out of the ground or cracking.	






Vehicle (beach and road), plant and equipment

Beach vehicles , includes: surf club buggies and 4WDs Council ranger buggies and 4WDs	 <p>You can wash beach vehicles. You must use either a high-pressure, low-flow cleaner with trigger control or hand-held hose with trigger control. You must not run water for more than 2 minutes to wash any single item.</p>
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Type of water use	▶ Level 1	▶ Level 2	▶ Level 3	▶ Level 4
<p>Private vehicles:</p> <ul style="list-style-type: none"> self-wash at commercial fixed premises by mobile operator 	<p> You can wash your vehicle.</p> <p>You must use a high-pressure, low-flow cleaner with trigger control.</p> <p>You must not run water for more than 5 minutes:</p> <p> Once a week</p> <p>You can use a bucket any time.</p>	<p> Once every two weeks</p> <p>You can use a commercial car wash.</p> <p>You can use a mobile car washer and detailer.</p>	<p>You can use a bucket and wash only those elements required for the safe operation of a vehicle which is, windscreens, mirrors, lights.</p>	<p> You must not wash any part of your vehicle, except for health or safety reasons.</p> <p> You cannot employ a mobile car cleaner and detailer to wash your car.</p>
<p>Fleet vehicles, plant and equipment</p>	<p>You can wash vehicles, plant and equipment.</p> <p>You must use a high-pressure, low-flow rate cleaner with trigger control or bucket.</p>	<p>You must wash only those elements of vehicles required for safe operation.</p>		

Type of water use	▶ Level 1	▶ Level 2	▶ Level 3	▶ Level 4
Dealers	<p>⊘</p> <p>You must use a high-pressure, low-flow rate cleaner with trigger control. You must log water use.</p> <p>You must not wash vehicles being serviced.</p> <p>You can wash vehicles you have sold due for collection.</p> <p>You can wash vehicles on display every second day between 6am & 8am with property numbers that are odd washing on odd dates and property numbers that are even washing on even dates and no one washing cars on the 31st of the month.</p>			<p>⊘</p> <p>You must not wash any vehicle, except for health or safety reasons.</p>
Truck and heavy vehicle washing				
Buses, food transport and Emergency Services vehicles				
Taxis and hire cars	<p>⊘</p> <p>You must use a high-pressure, low-flow rate cleaner with trigger control. You must log water use.</p> <p>You must not wash your vehicle more than:</p> <p> 3 times a week</p> <p> 2 times a week</p> <p> Once a week</p> <p>You can use a bucket any time for health and safety reasons.</p>			<p>⊘</p> <p>You must not wash any vehicle except for health and safety reasons.</p> <p>You must use a bucket.</p>

Vessels and equipment

Type of water use	▶ Level 1	▶ Level 2	▶ Level 3	▶ Level 4
Vessels and equipment, includes: <ul style="list-style-type: none"> • boats • boat trailers • kayaks • surf and marine rescue vessels • water rescue equipment 	 <p>You can wash your vessel and equipment after use in salt water.</p> <p>You must use a high-pressure, low-flow cleaner with trigger control.</p> <p>You must not run water for more than 2 minutes to wash any single item.</p> <p>You can use a bucket any time.</p>		<p>You can wash only those elements required for the safe operation of the vessel after using it in salt water.</p> <p>You must use a bucket.</p>	 <p>You must not wash any part of your vessel or equipment.</p>
Boat motors – flushing		<p>You can flush your boat motor after use in salt water. You must use a hand-held hose with trigger control.</p> <p>You must not run water for more than 2 minutes.</p>		
Water play				
Water play toys and slides	 <p>You must not use any water play toys or allow children to use any water play toys.</p>			
Water fights	 <p>You must not engage in water fights or allow children to engage in water fights.</p>			

Related legislation

Under Section 137 of the Local Government (General) Regulation 2005, Council can regulate or restrict water use.

Council is authorised to prevent water use '*contrary to a council notice restricting the use of water*' under the Local Government Act 1993 and Local Government Regulations 2005. In fact, Council is authorised to prevent waste or misuse of water generally (see Sections 159 and 160 of the Regulation and Sections 637 and 679 of the Act).

Review period

This policy is valid for five (5) years from the date of adoption (refer front cover).

This policy will be reviewed within 12 months of the election of a new Council or earlier if any legislation changes or other change deems it necessary.

This policy will be revised if there are any changes to relevant sections of:

- Local Government Act 1993
- Local Government (General) Regulation 2005
- DPIE water guidelines regarding drought management and water security.

References

Guidelines

- [Best-practice management of water supply and sewerage guidelines](#), August 2007
- Drought management guidelines, NSW Water Directorate, December 2003
- Assuring future urban water security: Assessment and adaption guidelines for NSW local water utilities, NSW Office of Water, Draft December 2013

Industry Examples

- Regional water management strategy, Rous Water, December 2009
- Water restrictions policy, Clarence Valley Council, February 2007
- Drought management plan, Kyogle Council, 2005
- Medium level water restriction, residential and non-residential, Queensland Water Commission (undated)
- High level water restriction, residential and non-residential, Queensland Water Commission (undated)
- Water efficiency guidelines, Queensland Water Commission, various subject areas (undated)
- Permanent water conservation measures and water restrictions review, ACTEW Corporation, 2011
- Australia's urban water sector, Productivity Commission Draft Report, April 2011

Useful Links

[Tweed Shire Council – Water dashboard](#)

[Tweed Shire Council – Save Water Now – water restrictions website](#)

[Tweed Emergency Dashboard](#)

Version Control

Version History		
Version #	Summary of changes made	Date changes made
2.0	Incorporated into new policy template	20/06/2013
3.0	Amended to be consistent with North Coast water restrictions	14/04/2015
3.0	Adopted by Council	20/8/2015
3.1	Minor amendments prior to readoption by Council	14/6/2017 Adopted 17/8/2017 Min No 402
3.2	Update of residential water consumption targets	26/2/2019
3.2	Adopted by Council	21/3/2019
4.0	Review following experience of drought water restriction implementation December 2019 to February 2020 and feedback from stakeholders	December 2021
4.0	Adopted by Council	18/08/2022